

Distance Learning Complaint Process for Out of State Students

Mayville State University is committed to resolving student grievances, complaints and concerns in an expeditious and fair manner. Students residing outside North Dakota while attending Mayville State University who want to resolve a grievance should follow the student complaint processes explained below.

Online and distance students with grievances, complaints, or concerns may direct concerns or questions on the student complaint process to:

Misti Wuori, Director of Extended Learning
Mayville State University
330 Third Street NE
Mayville, ND 58257
701.788.4631 (phone)
1.800.437.4104, ext. 34631
misti.wuori@mayvillestate.edu

If a complaint cannot be resolved at the University level, a student may contact the State Authorization Reciprocity Agreement (SARA) portal agency at the North Dakota University System (NDUS). The NDUS is governed by the State Board of Higher Education and oversees Mayville State University.

[SARA Portal Agency](#)

Students residing outside North Dakota while attending Mayville State University who want to resolve a grievance should follow the internal Mayville State University student complaint processes outlined below. However, if an issue cannot be resolved internally, you may file a complaint with the SARA Portal Agency contact linked above, or with your State by referring to the list of state agencies below.

Student Concerns: Student concerns about specific issues should generally be addressed to the respective office or university employee for resolution. The following are specific processes that students should follow for prompt resolution of concerns:

A. Students who have concerns about classroom related matters (including matters related to the instructor, teaching materials, methodology, classroom environment, physical facilities, or other matters resulting from normal classroom activities) should follow the following procedure:

Discuss the situation with the instructor to see if a resolution can be reached. If the problem is still not resolved, contact the instructor's Division Chair for assistance. Situations still not resolved should be brought to the attention of the Vice President for Academic Affairs.

If the situation has not been resolved through this procedure, students may contact the President of the University for final resolution.

For questions on this process, please contact the Director of Extended Learning, [Misti Wuori](#), at 701-788-4631.

Grade appeal processes are handled differently and are outlined in the [Academic Catalog](#).

B. Students who have concerns about billings, business operations, institutional charges, etc. should contact Courtney Peterson or Lois Karlstad in the Business Office at 701-788-4758. Financial billing issues related to policy or university procedures should be directed to Vice President for Administrative Affairs, at 701-788-4761.

C. Students who have concerns about financial aid awards, scholarships, or the processing of financial aid should contact [Shirley Hanson](#), Director of Financial Aid, at 701-788-4767.

Issues related to financial aid policies or procedures should be directed to [Andrew Pflipsen](#), Vice President for Student Affairs, at 701-788-4770.

D. Students who have concerns about their official admissions status or their academic standing should contact Heather Hoyt, Director of Academic Records, at 701-788-4773.

Issues related to admissions and academic standing policies should be directed to Keith Stenehjem, Vice President for Academic Affairs, at 701-788-4755.

Issues related to admissions procedures should be directed to James Morowski Director for Admissions, at 701-788-4619.

E. Students who have concerns about specific student services - such as housing, food services, academic support, career development, student health services, counseling, student programming or special services - should first contact the director or professional in charge of that program.

Concerns may also be addressed by [Andrew Pflipsen](#), Vice President for Student Affairs, at 701-788-4770.

F. Student athletes who have questions or concerns about eligibility or athletic awards should contact the respective coach.

Issues related to institutional or NAIA policies or institutional procedures should be directed to Ryan Hall, Athletic Director, at 701-788-4706.

G. Students who have concerns about technology related issues - such as laptop issues, access to computing resources, etc. should contact the MSU Service Desk at 701-788-4723. Concerns about institutional policies and procedures related to the use of

technology should be directed to Robert Frederick, Chief Information Officer, at 701-788-4794.

I. Students, parents or alumni who have questions or concerns about alumni status, alumni information or contributions to the university should contact the MSU Foundation Office at 701-788-4867.

J. Students who have concerns about the condition of specific facilities or grounds should first contact the manager of that building or grounds area.

Issues may also be directed to Dan Lorenz in Main Building (facilities operations) or Bob Kozojed in the Campus Center Building (custodial services).

In the event that a situation cannot be resolved through ordinary and normal procedures with the respective staff person or Vice President, students may contact the university president for a final resolution.

Mayville State University is accredited by the Higher Learning Commission of the [North Central Association of Colleges and Schools](#).

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| Alabama | Alabama Commission on Higher Education P. O. Box 302000 Montgomery, AL 36130-2000 Phone: (334) 242-1998 Fax: (334) 242-0268 http://www.ache.edu |
| Alaska | Alaska Commission on Postsecondary Education Keirke Kussart, Program Coordinator for Institutional Authorization P.O. Box 110505 Juneau, AK 99811-0505 Phone: (907) 465-6741 Fax: (907) 465-5316 Email: FED.ACPE-IA@alaska.gov http://acpe.alaska.gov/ |
| Arizona | Arizona State Board for Private Postsecondary Education Keith Blanchard, Deputy Director/Investigator 1740 W. Adams Suite 3008 Phoenix, AZ 85007 Phone: (602) 542-5769 Fax: (602) 542-1253 Email: keith.blanchard@azppse.gov https://ppse.az.gov/complaint |
| Arkansas | Arkansas Division of Higher Education 423 Main Street Suite 400 Little Rock, AR 72201 Phone: (501) 371-2000 Email: ADHE_Info@adhe.edu http://www.adhe.edu/ https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form |
| California | Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 Phone: (916) 574-8900 Fax: (916) 263-1897 Email: bppe@dca.ca.gov http://www.bppe.ca.gov/enforcement/complaint.shtml |
| Colorado | Colorado Department of Higher Education Heather DeLange, Academic Policy Officer 1560 Broadway, Suite 1600 Denver, Colorado 80202 Phone: (303) 862-3001 Fax: (303) 996-1329 |

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| | Email: heather.delange@dhe.state.co.us http://highered.colorado.gov/Academics/Complaints/default.html |
| Connecticut | Connecticut Department of Higher Education The Office of Financial and Academic Affairs for Higher Education 450 Columbus Boulevard, Suite 510 Hartford, CT 06103-1841 Phone: (860) 947-1800 Email: edinfo@ctohe.org http://www.ctohe.org/StudentComplaints.shtml |
| Delaware | Delaware Higher Education Office The Townsend Building 401 Federal St., Ste. 2 Dover, DE 19901-3639 Phone: (302) 735-4120 Fax: (302) 739-5894 Email: dheo@doe.k12.de.us http://www.doe.k12.de.us/ |
| District Of Columbia | District of Columbia Office of the State Superintendent of Education Higher Education Licensure Commission 1050 First Street, NE – 5 th Floor Washington, DC 20002 Phone: (202) 727-6436 Fax: (202) 478-2956 Email: osse@dc.gov https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints |
| Florida | Florida Commission on Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Phone: (850) 245-3200 Fax: (850) 245-3238 Email: cieinfo@fldoe.org http://www.fldoe.org/policy/cie/file-a-complaint.stml (Follow the process for Nonpublic Postsecondary Institutions) |
| Georgia | Georgia Nonpublic Postsecondary Education Commission 2082 E Exchange Place, Suite 220 Tucker, GA 30084-5305 Phone: (770) 414-3300 Fax: (770) 414-3309 Email: ccam@npec.org https://gnpec.georgia.gov/student-resources/student-complaints |
| Hawaii | Hawaii Postsecondary Education Authorization Program Bobbi Lum-Mew, HPEAP Administrator P.O. Box 541 Honolulu, Hawaii 96809 Phone: (808) 332-1587 |

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| | <p>Fax: (808) 933-8845 Email: hpeap@dcca.hawaii.gov http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf</p> |
| Idaho | <p>Idaho State Board of Education Attn: State Coordinator for Private Colleges and Proprietary Schools 650 West State Street, 3rd Floor P.O. Box 83720 Boise, ID 83702-0037 Phone: (208) 332-1587 Fax: (208) 334-2632 Email: Valerie.Fenske@osbe.gov https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/</p> |
| Illinois | <p>Dr. Dan Cullen Deputy Director, Academic Affairs Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701-1377 Phone: (217) 557-7352 Cullen@ibhe.org http://www.ibhe.org/default.htm</p> |
| Indiana | <p>Ken Sauer, Ph.D. Senior Associate Commissioner for Research and Chief Academic Officer, Indiana Commission for Higher Education/ Executive Director, Indiana Board for Proprietary Education 101 W. Ohio Street, Suite 300 Indianapolis, Indiana 46204-1984 Phone: (317) 232-1090 Fax: (317) 464-4410 E-mail: ksauer@che.in.gov https://www.in.gov/che/2744.htm</p> <p>Ross Miller Director of Accreditation and Regulatory Compliance Indiana Board for Proprietary Education/ Indiana Commission for Higher Education 101 W. Ohio Street, Suite 300 Indianapolis, IN 46204-1984 Phone: (317) 232-1033 Fax: (317) 233-4219 Email: rmiller@che.in.gov https://www.in.gov/bpe/</p> |

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| Iowa | <p>Iowa College Student Aid Commission Carolyn Small, Postsecondary Registration Coordinator 430 E. Grand Ave., FL 3 Des Moines, IA 50309 Phone: (515) 725-3413 or (877) 272-4456 Fax: (515) 725-3401 Email: carolyn.small@iowa.gov https://www.iowacollegeaid.gov/StudentComplaintForm</p> |
| Kansas | <p>Kansas Board of Regents Jacqueline G. Johnson, Director Private/Out-Of-State Postsecondary Education 1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368 Phone: (785) 296-4917 Fax: (785) 296-7052 Email: jjohnson@ksbor.org http://www.kansasregents.org/academic affairs/private out of state</p> |
| Kentucky | <p>Kentucky Council on Postsecondary Education Director of Postsecondary Licensing Attn: Council on Postsecondary Education 1024 Capital Center Dr. Frankfort, KY 40601-7512 Phone: (502) 573-1555 Fax: (502) 573-1535 Email: cpeconsumercomplaint@ky.gov http://cpe.ky.gov/campuses/consumer_complaint.html</p> |
| Louisiana | <p>Louisiana Board of Regents - Direct complaints to: Louisiana Attorney General's Office of Consumer Protection P.O. Box 94005 Baton Rouge, LA 70804-9005 Phone: (225) 326-6465 or (800) 351-4889 Fax: (225) 326-6499 EMAIL: ConsumerInfo@ag.louisiana.gov http://www.regents.la.gov/ https://regents.la.gov/students-parents/student-complaint-process/</p> |
| Maine | <p>Jason C. Libby Higher Education Specialist Maine Department of Education Augusta, Maine 04333 Phone: 207-624-6856 Jason.Libby@maine.gov http://www.maine.gov/doe/highered/ https://www.maine.gov/doe/learning/highered/sara</p> |

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| Maryland | <p>Monica Wheatley Associate Director of Collegiate Affairs Office of Academic Affairs Maryland Higher Education Commission 6 North Liberty Street Baltimore, MD 21201 (410) 767-3404 monica.wheatley@maryland.gov http://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx</p> |
| Massachusetts | <p>Academic Policy Staff</p> <p>Massachusetts Department of Higher Education One Ashburton Place, Room 1401 Boston, MA 02108 Phone: (617) 994-6950 Email: approvalquery@bhe.mass.edu http://www.mass.edu/forstufam/complaints/complaints.asp https://www.mass.edu/forstufam/complaints/complaintform.asp</p> |
| Michigan | <p>Ryan Wilson, Director Michigan Department of Licensing and Regulatory Affairs Division PO Box 30018 Lansing, MI 48909 517-284-8066 WilsonR31@michigan.gov http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html</p> |
| Minnesota | <p>Minnesota Office of Higher Education Betsy Talbot, JD., Manager Institutional Registration & Licensing 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227 Phone: (651) 259-3975 Fax: (651) 797-1664 Email: betsy.talbot@state.mn.us http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</p> |
| Mississippi | <p>Mississippi Commission on College Accreditation Menia Dykes, Director of Accreditation 3825 Ridgewood Road Jackson, MS 39211-6453 Phone: (601) 432-6372 Fax: (601) 432-6225 Email: mdykes@mississippi.edu http://www.mississippi.edu/mcca/ http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf</p> |

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| Missouri | Missouri Department of Higher Education Rusty Monhollon, Assistant Commissioner for Academic Affairs 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 Phone: (573) 751-5221 Fax: (573) 751-6635 Email: rusty.monhollon@dhe.mo.gov http://dhe.mo.gov/ https://dhewd.mo.gov/policies/ http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf |
| Montana | Montana University System Office of Commissioner of Higher Education Montana University System 560 N. Park Ave PO Box 203201 Helena, MT 59620-3201 Phone:(406) 449-9124 Email: stateauthorization@montana.edu http://mus.edu/che/arsa/StateAuthorization/default.asp |
| Nebraska | Coordinating Commission for Postsecondary Education P.O. Box 95005 Lincoln, NE 68509-5005 Phone: 402-471-2847 https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions |
| Nevada | Nevada Commission on Postsecondary Education 2800 E. St Louis Ave Las Vegas, Nevada 89104 Phone: (702) 486-6458 ext. 229 Fax: 702-486-7340 Email: mjwu@nvdepr.org http://cpe.nv.gov/ http://cpe.nv.gov/Students/Students_Home/ |
| New Hampshire | New Hampshire Department of Education - HEC Attn: Patti Edes, Director Div. of Higher Ed 101 Pleasant Street Concord, NH 03301-3494 Phone: (603) 271-0257 Email: Patricia.Edes@doe.nh.gov http://www.education.nh.gov/highered/colleges/index.htm |

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| New Jersey | <p>New Jersey Secretary of Higher Education PO Box 542 Trenton, NJ 08625-0542 Phone: (609) 292-4310 Fax: (609) 292-7225 or (609) 633-8420 Email: oshe@oshe.nj.gov https://www.state.nj.us/highereducation/ http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</p> |
| New Mexico | <p>New Mexico Higher Education Department Diane Vigil-Hayes, Private & Proprietary Schools Admin. & Compliance Officer 2044 Galisteo Street, Suite 4 Santa Fe, NM 87505-2100 Phone: (505) 476-8411 Email: HigherEd.Info@state.nm.us http://www.hed.state.nm.us/ https://hed.state.nm.us/students-parents/student-complaints</p> |
| New York | <p>Office of College and University Evaluation New York State Education Building 89 Washington Avenue Room 969 EBA Albany, NY 12234-1000 hedepcom@nysed.gov http://www.nysed.gov/college-university-evaluation http://www.highered.nysed.gov/ocue/aipr/home.html http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</p> |
| North Carolina | <p>UNC System Office 910 Raleigh Road PO Box 2688 Chapel Hill, NC 27515-2688 Phone: (919) 549-8614 public@bog.northcarolina.edu https://www.northcarolina.edu/apps/bog/index.php</p> |
| North Dakota | <p>Cheryl Thompson State Authorization Coordinator North Dakota University System Core Technology Services 2000 44th Street SW, Suite 301 Fargo, ND 58103 Phone: (701) 239-6676 stateauth@ndus.edu</p> |

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| Ohio | <p>The Ohio Board of Regents Matt Exline Assistant Director, Program Development and Approval Phone: (614) 728-3095 mexline@highered.ohio.gov https://www.ohiohighered.org/ https://www.ohiohighered.org/students/complaints</p> |
| Oklahoma | <p>Oklahoma State Regents for Higher Education Dr. Debbie Blanke, Coordinator of Academic Affairs Projects 655 Research Parkway Suite 200 Oklahoma City, OK 73104 Email: dblanke@osrhe.edu Phone: (405) 225-9100 Email: communicationsdepartment@osrhe.edu https://www.okhighered.org/state-system/policy-procedures/part3.shtml http://www.okhighered.org/current-college-students/complaints.shtml</p> |
| Oregon | <p>Oregon Office of Degree Authorization Juan Baez-Arevalo, Director of Private Postsecondary Education Oregon Higher Education Coordinating Commission 1500 Valley River Dr., Suite 100 Eugene, OR 97401 Phone: (541) 687-7307 Email: Juan.baez-arevalo@state.or.us http://www.oregonstudentaid.gov/default.aspx</p> |
| Pennsylvania | <p>Pennsylvania Department of Education Patricia Landis, Division Chief, Higher and Career Education 333 Market Street 12th FL Harrisburg, PA 17126-0333 Phone: (717) 783-8228 Fax: (717) 722-3622 Email: RA-COLLUNIVSEMINFO@pa.gov http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#.VaaYifbbLcs</p> |
| Puerto Rico | <p>Puerto Rico Council on Education David Báez Dávila Acting Executive Director 787-641-7100 dbaez@ce.pr.gov http://www.ce.pr.gov/</p> |
| Rhode Island | <p>Michael Walker-Jones External Affairs Assistant Commissioner Rhode Island Office of the Postsecondary Commissioner</p> |

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| | michael.walker-jones@ribghe.org 401-736-1122 401-732-3541 (fax) http://www.ribghe.org/ http://www.ribghe.org/8a1031912.pdf |
| South Carolina | South Carolina Commission on Higher Education Lane Goodwin, Program Manager, Non-Public Postsecondary Institution Licensing 1122 Lady Street, Suite 300 Columbia, SC 29201 Phone: (803) 737-3918 Fax: (803) 737-2297 Email: lgoodwin@che.sc.gov http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf |
| South Dakota | Krista Rounds Postsecondary Education Office of Secretary of State - State Capitol 500 East Capitol Avenue Pierre, SD 57501-5070 Telephone (605) 773-3537 Fax (605) 773-4550 Email sos.edu@state.sd.us http://sdsos.gov/general-information/postsecondary-education/default.aspx |
| Tennessee | Stephanie Bellard Chase Associate Executive Director for DPSA Tennessee Higher Education Commission 615-532-7495 stephanie.bellard@tn.gov http://www.tn.gov/thec/ http://www.tn.gov/thec/topic/postsecondary-state-authorization |
| Texas | Cathie Maeyaert Special Projects Director Texas Higher Education Coordinating Board 512-427-6527 Cathie.Maeyaert@thechb.state.tx.us http://www.thechb.state.tx.us/ |
| Utah | Utah Division of Consumer Protection Attn: Complaint Processor 160 East 300 South Salt Lake City, Utah 84111-6704 Phone: (801) 530-6601 Fax: (801) 530-6001 |

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| | <p>Email: consumerprotection@utah.gov http://consumerprotection.utah.gov/complaints/index.html</p> |
| Vermont | <p>Vermont State Board of Education Through the Vermont Agency of Education Cassandra Ryan Postsecondary Approval Coordinator 802-479-8545 cassandra.ryan@vermont.gov http://education.vermont.gov/documents/EDU-Complaint Resolution Statement for Postsecondary Education Matters.pdf http://education.vermont.gov/index.php</p> |
| Virginia | <p>Virginia State Council of Higher Education Sylvia Rosa-Casanova, Director, Private & Out-of-State Postsecondary Education 101 N. 14th St 10th FL. Richmond, VA 23219 Phone: (804)225-3399 Email: SylviaRosaCasanova@schev.edu http://www.schev.edu/index/students-and-parents/resources/student-complaints</p> |
| Washington | <p>Washington Student Achievement Council Tivoli Sharp, Program Administrator 917 Lakeridge Way SW Olympia, WA 98504-3430 Phone: (360)753-7869 Email: tivolis@wsac.wa.gov http://www.wsac.wa.gov/</p> |
| West Virginia | <p>West Virginia Higher Education Policy Commission Mark Stotler Assistant Director of Academic Affairs West Virginia Higher Education Policy Commission 304-558-0262 ext. 218 Mark.Stotler@wvhepc.edu https://www.wvhepc.org/resources/133-20.pdf</p> |
| Wisconsin | <p>David C. Dies Executive Secretary Wisconsin Educational Approval Board 608-266-1996 david.dies@eab.wisconsin.gov http://eab.state.wi.us/resources/complaint.asp http://eab.state.wi.us/</p> |

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| Wyoming | Wyoming Department of Education Elaine Marces, Private School Program Manager Phone: (307) 777-6210 Email: Elaine.marces@wyo.gov http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/ |
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